Kent Homechoice

www.kenthomechoice.org.uk **Issue 08** May 2010

Ashford, Canterbury, Dartford, Dover, Gravesham, Maidstone, Medway, Sevenoaks, Shepway, Swale, Thanet, Tonbridge and Malling, Tunbridge Wells

User Guide

YOUR HOME, YOUR CHOICE

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We can make information available:

In large print

On audio

In different languages

If you have any other requirements, please contact the council for the area that you are registered in.

Look on the website

- www.ashford.gov.uk
- www.canterbury.gov.uk
- www.dartford.gov.uk
- www.dover.gov.uk
- www.gravesham.gov.uk
- www.kenthomechoice.org.uk
- www.maidstone.gov.uk
- www.medway.gov.uk
- www.sevenoaks.gov.uk
- www.shepway.gov.uk
- www.swale.gov.uk
- www.thanet.gov.uk
- www.tmbc.gov.uk
- www.tunbridgewells.gov.uk

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Welcome to the Kent Homechoice user guide

Kent Homechoice is the choice based lettings scheme for all council and housing association homes in Kent.

Kent Homechoice gives you more choice about where you want to live. You will now have the chance to express an interest in vacant homes that are suitable for you.

Every fortnight Kent Homechoice will advertise all empty council and housing association homes that are available to let. Properties will be advertised on the internet, digital television and personalised freesheets.

You can look at the adverts and bid for any homes you wish to be considered for. This guide provides a summary of who can bid and how to bid. You will need to be registered for housing with the council where the empty home is located.

Councils and housing associations in Kent Homechoice will generally only let empty properties to people who have made an expression of interest through Kent Homechoice. It also gives you a better idea of the properties available in your area. You can also view what level of priority the successful applicant had and how long they waited for a new home.

Everybody accepted onto a participating council's housing register can take part and bid for homes in the council's area. All homes that are advertised belong to either the council or a housing association. Each advert will confirm who is the landlord of the empty property.

Properties will be advertised on a two-weekly basis. You will be able to see basic details about each property available. There is more information about the advertisements in the adverts section.

We will provide feedback on previous properties that have been advertised so you will be able to see the band or points that the successful bidder for each property had.

You should be able to find all the information you need in this guide, but please contact us if you have any questions about Kent Homechoice. You can find our contact details in the contacts section of the scheme user guide.

Five steps to a new home

STEP 1 Membership

You are automatically a member of Kent Homechoice if you are accepted onto the housing register (including transfer list).

STEP 2 Registration

Once you have applied and been accepted onto the register you will be registered on the Kent Homechoice scheme and given a unique Homechoice number.

STEP 3 Bidding

You can see the available properties on the Kent Homechoice website, digital TV or a personalised freesheet. If you find a property that you would like, you can express an interest in it as long as you are eligible. This is known as placing a bid.

STEP 4 Offers

If your bid is top of the list, you will be offered the property, subject to eligibility checks, and invited to view. If the first applicant refuses the property it will be offered to the next suitable bidder.

STEP 5 Feedback

We will publish the results of previous bidding cycles. This will include how many people bid for each property, the band or points the successful bidder was in and their relevant date.

How Kent Homechoice works

There are five steps for you to follow in order to choose your new home:

Step 1 – Membership

You are automatically a member of Kent Homechoice if you are registered on the council's housing register. If you are not registered for housing you can contact your council for an application form.

You can only bid for properties in the area that you are registered in.

If you need more information about whether you are eligible, please contact the Housing Options Team at your council.

Step 2 – Registration

Once your completed application has been assessed and you have been included on the housing register, we will write to you. Some of the councils operate a points scheme and others a banding scheme to assess priority. We will tell you what band/points you are in, the size of property you are eligible for and your unique Kent Homechoice number. You will also be sent a User Guide.

If there are any changes to your household, accommodation or personal circumstances you must contact the Housing Options Team at your council. You may have to complete another form and provide us with evidence. It is very important that we know any changes as it may alter your priority, or the type of property you are eligible for.

Step 3 – Bidding

You can bid for up to three homes each fortnight. You should only bid for homes you are eligible for. Homes are advertised on the website **www.kenthomechoice.org.uk**, on digital TV and on personalised freesheets. You will be able to bid from 9:00am Monday to 12 noon the following Monday. Your bids must reach us by Monday at 12 noon to be considered. You can bid on the web or digital TV from the previous Friday. The adverts give you information about each property available for letting and a photograph will be included.

Once your completed application has been assessed and you have been included on the housing register, we will write to you. Some of the councils operate a points scheme and others a banding scheme to assess priority. We will tell you what band you are in or points you have been awarded, the size of property you are eligible for and your unique Kent Homechoice number. You will also be sent a User Guide.
If there are any changes to your household, accommodation or personal circumstances you must contact the Housing Options Team at your council. You may have to complete another form and provide evidence. It is very important that they know any changes as it may alter your priority, or the type of property you are eligible for.

Step 3 Bidding – Continued

You can bid in 6 ways:

1. On the internet
Go to www.kenthomechoice.org.uk and log on with your unique Kent Homechoice number and your date of birth. Follow the instructions on screen.

2. By digital TV
Bid through an interactive digital television or a web-enabled mobile phone. See page 21 for more details.

3. By telephone
Call 0906 294 0020 and follow the instructions. See page 22 about bidding by telephone. Calls cost 25p/minute. Calls will normally take less than 1 minute.

4. By coupon
When you are first registered we will send blank coupons with your registration pack. Your coupons have your name and Kent Homechoice number printed on them. This number is unique to you so no one else can use your coupons. See page 24 about how to complete your coupons. To request more coupons, simply tick the box on the coupon when you send it back or contact your council and ask for more coupons. They will be posted to you. It will be at the risk of the bidder to get the coupon posted in good time to arrive before bidding closes.

5. By text message
07781 472 726 see page 23 about bidding by text.

6. In person at the council offices/Gateway:
You can find the office contact details of the partnership In the contacts section of the scheme user guide.

Step 4 – Offer

At the end of the bidding period, all bids for homes are put in priority order to produce a list of eligible applicants for each property.

The landlord of each property offers from the list after making further eligibility checks. Following these checks if your name is still at the top of the "priority list" you will be invited to view the property. If you refuse, the next person who is eligible on the list will be offered the home.

You may not automatically be penalised for refusing properties you have chosen. Your council will advise you if any action will be taken because you have refused a property. Some landlords invite more than one applicant to view their properties at the same time, although the property is always offered first to the applicant with the highest priority.

If you are top of more than one list, the landlord will decide which property to offer you after contacting you and the other properties will be offered elsewhere. If you receive an offer to view but you do not wish to, or are unable to attend you must contact the landlord immediately.

Step 5 – Feedback

It is not possible to notify you individually when your bids have been unsuccessful but you can get this information from the website (see 'bidding history' after you have logged in), digital TV or a personalised freesheet. All properties that have been advertised will be listed once they have been let. This tells you how many people bid for each property as well as the points/band of the successful bidder.

Assessing your housing need

Kent Homechoice's aim is to try and house those in the greatest housing need. Each Local Authority has its own housing lettings policy, which will cover lettings in their area.

All of the councils in the scheme have a way of prioritising those in the greatest housing need. Some councils use a bands system and some award points.

The general principles of each type of system are summarised below:

All partners within the scheme have a limited amount of social housing compared to the demand for housing in the area. In view of this only those with the highest levels of housing need are likely to be successful via the Kent Homechoice system. Further information about alternative housing options is provided in the Housing options section on page 27.

Bands schemes:

Every application is placed into a band including all homeseekers, and transfers which helps to identify who most needs housing. The band that you will be placed in will be decided by a number of factors listed in each local authority lettings policy.

Applicants with the highest housing need will be placed into the highest band. Applicants with a lower housing need will be placed in the lower bands.

Within each band the length of time you have waited will be taken into account. Your position within a band will improve over time.

Points schemes:

Points are awarded to applications which helps to identify who most needs housing.

The amount of points that you are given will be decided by a number of factors listed in each Council Lettings Policy. Applicants with the greatest housing need will be given the highest number of points.

Contact details of local councils

We have listed below the full contact details of all the local councils in Kent. Councils can provide you with free housing advice, a summary of their lettings policies and details of how to apply for housing in their area. They can also help you if you need more information about Kent Homechoice or you are experiencing difficulty bidding for a home

	Address	Phone	Email	Opening hours
Ashford Borough Council	Housing Options Team, Ashford Borough Council, Civic Centre, Tannery Lane, Ashford, Kent TN23 1PL	**01233 330688** Monday - Thursday 8.30am–5.30pm Friday 8.30am–5.00pm	**housing@ashford.gov.uk**	Monday - Thursday: 9am–5pm Friday: 9am–4.30pm
Canterbury City Council	Housing Advice Team Canterbury City Council, Military Road, Canterbury CT1 1YW	**01227 862142** Monday - Friday 8.30am–5.00pm	**housingadvice@canterbury.gov.uk**	Monday to Friday: 8.30am - 5.00pm
Dartford Borough Council	Housing Options & Advice Team, Dartford Borough Council, Civic Centre, Home Gardens, Dartford, Kent DA1 1DR	**01322 343907**	**housingoptions@dartford.gov.uk**	Monday - Thursday: 8:45am–5:15pm Friday: 8:45am–4:45pm
Dover District Council	Housing Needs Section, Dover District Council White Cliffs Business Park, Dover CT16 3PJ	**01304 872265** Monday to Friday 9am to 5pm	**housing@dover.gov.uk**	Officers available at Dover Gateway, 71 Castle Street Dover CT16 1PD: Monday - Friday: 9.00am–4.00pm
Gravesham Borough Council	Housing Allocations Team,Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU	**01474 337366 / 7 / 8** Monday to Friday 9am–5pm		Monday - Thursday: 9am–5pm Friday: 9am–4.30pm
Maidstone Borough Council	Maidstone Gateway, Maidstone Borough Council King Street, Maidstone, Kent ME15 6JQ	**01622 602440**	**customerservices@maidstone.gov.uk**	Monday - Friday: 8.30am–5.30pm, except Thursday where the Gateway is open till 8.00pm Saturday: 9.00am–1.00pm
Medway Council	Chatham Contact Point, Riverside One, Dock Road Chatham, Kent, ME4 4SL	**01634 334433**		Monday - Thursday: 8.30am–5.15pm Friday: 8.30am–4.45pm Saturday: Closed
Sevenoaks District Council Housing Management Function contracted out to West Kent Housing Association	Housing Options Team, West Kent Housing Association 101 London Road, Sevenoaks, Kent TN13 1AX	**01732 749433 / 01732 749400**	**housing.options@wkha.org.uk**	Monday - Thursday: 8:45am–5:15pm, Friday: 8:45am–4:45pm

Contact details - CONTINUED

	Address	Phone	Email	Opening hours
Shepway District Council	Housing Needs Team, Shepway District Council Shepway Housing Centre, 3-5 Shorncliffe Road Folkestone, Kent CT20 2SQ	**01303 853700**	**housing.needs@shepway.gov.uk**	Monday - Friday: 8.30am–5pm
Swale Borough Council	Housing Options Team, Swale Borough Council Swale House, East Street, Sittingbourne Kent ME10 3HT	**01795 417622**	**housingoptions@swale.gov.uk**	Monday - Thursday: 8.45am–5pm Friday: 8.45am–4.30pm
Thanet District Council	Housing Options Team, Cecil Street, Margate, Kent CT9 1XZ	**01843 577277** Monday - Thursday: 8.45am–5.30pm, Friday: 8.45am–5.00pm	**housing@thanet.gov.uk**	Monday - Wednesday: 9.00am–6.00pm, Thursday: 9.00am–8.00pm, Friday: 9.00am–6.00pm, Saturday: 9.00am–5.00pm
Tonbridge & Malling Borough Council	Housing Team, Tonbridge & Malling Borough Council, Gibson Building, Gibson Drive,Kings Hill, West Malling, Kent ME19 4LZ	**01732 876067** **SMS (text):** **07781 482959**	**housing.services@tmbc.gov.uk**	**Kings Hill Offices open from:** Monday - Friday: 8.30am–5.00pm Housing Team, Tonbridge & Malling Borough Council, Tonbridge Castle, Castle Street, Tonbridge, Kent TN9 1BG **Tonbridge Castle Offices open from:** Monday - Friday: 8.30am–4.30pm
Tunbridge Wells Borough Council	Housing Needs Team Tunbridge Wells Borough Council Town Hall, Royal Tunbridge Wells TN1 1RS **Or drop in to the Gateway at:** 8 Grosvenor Road Royal Tunbridge Wells TN1 2AB	**01892 526121**		Monday, Tuesday, Wednesday: Friday: 9am–5 pm Thursday: 9 am–6.30pm Saturday: 10am–4pm

Contact details of our partner housing associations

We have listed below the full contact details of housing associations who are full partners of Kent Homechoice. They can help you if you need more information about the scheme or if you are a housing association tenant and are experiencing difficulty bidding for a home.

Accent Peerless Ltd Suite 7, Invicta Business Centre, Orbital Park, Ashford, Kent, TN24 OHB Phone: 01233 500 113 Phone: 01444 415 562	**Affinity Sutton** Stoke House, Church Road, Ashford, TN23 1RD Phone: 0845 688 7717
Amicus Horizon Ltd PO Box 322, Sittingbourne ME9 8PQ Phone: 0800 121 6060 **contactus@amicushorizon.org.uk**	**The Co-operative Development Society Ltd (CDS)** Marshalsea Road, London, SE1 1EP Phone: 020 7397 5700. **enquiries@cds.coop**
English Rural Housing Association, 9 Graphite Square,Vauxhall Walk, London SE11 5EE Phone: 020 7820 7930 **info@englishrural.org.uk**	**Gravesend Churches Housing Association** 17 London Road, Ingram House, Northfleet, DA11 9JQ (01474) 369830 **Email general@gcha.org.uk**
Golding Homes (formerly trading as Maidstone Housing Trust Ltd) Whatman House, St Leonard's Road, Allington, Maidstone ME16 0LS. Phone: 0800 923 2700	**Home Group** 3 Cantelupe Mews, Cantelupe Road, East Grinstead, West Sussex RH19 3BG Phone: 01342 330 250 **home-eastgs@homegroup.org.uk**
Hyde Housing Association Ltd Suite 3, Orchard House, Orchard Street, Canterbury CT2 8AP Phone: 0800 389 3598 **kent.lettings@hyde-housing.co.uk**	**London & Quadrant Housing Trust** 13th Floor, Marlowe House, 109 Station Road Sidcup, Kent DA15 7ET Phone: 0844 406 9000 **L&Qdirect@lqgroup.org.uk**
mhs homes Broadside, Leviathan Way, Chatham Maritime, Chatham, Kent, ME4 4LL Tel: 0845 113 3000	**Moat Homes Ltd** Mariner House, Galleon Boulevard, Crossways, Dartford, Kent DA2 6QE Phone: 0845 600 1006 **customer@moat.co.uk**
Orbit South Housing Association Foy House, 27-29 High Street, Margate CT9 1DL Phone to 0800 6781221 **info@orbit.org.uk**	**Places for People** 5 Invicta Business Centre, Monument Way, Orbital Business Park, Ashford, Kent, TN24 OHB Phone: 01233 500799
Riverside Regus House, Victory Way Crossways, Dartford DA2 6QD Phone: 01322 322029 /01322 322040 **enquires@riverside.org.uk**	**Russet Homes** Basted House, Harrison Road, Borough Green, Sevenoaks, Kent TN15 8PB Tel: 01732 780999 **cbl@russethomes.org**
Sanctuary Housing South East Regional Office, Collier House, Mead Lane, Hertford, SG13 7UZ Phone: 0800 781 4755 **southeast@sanctuary-housing.co.uk**	**Southern Housing Group** Spire Court, Albion Way, Horsham, West Sussex, RH12 1JW Phone: 0300 303 1771 **service.info@shgroup.org.uk**
Town & Country Housing Group Monson House, Monson Way Tunbridge Wells, Kent TN1 1LQ Phone: 0845 873 1321 **info@tchg.org.uk**	**West Kent Housing Association** Housing Options Team, West Kent Housing Association 101 London Road, Sevenoaks, Kent TN13 1AX Phone: 01732 749433 / 01732 749400

Contact details of other housing associations

We have listed below other housing associations operating in Kent. Many of them will advertise properties within Kent Homechoice.

Advance Housing and Support Regus House, Victory Way, Admirals Park, Crossways, Dartford, Kent DA2 6QD Tel: 01322 305312 **housing@advanceuk.org**	**Anchor Trust** London and South East Regional Office, Milestone Place, 100 Bolton Road, Bradford, Yorkshire BD1 4DH Phone: 08457 758595 **enquiries.housing@anchor.org.uk**
Broomleigh Housing Association Maple House, 157-159 Masons Hill, Bromley, Kent BR2 9HY Tel: 020 8313 3310 **customerservices@broomleigh.org.uk**	**Carr Gomm** Area Office, 2 Roman Road, Faversham, Kent, ME13 8PZ Phone: 01795 590500 **info@carrgomm.co.uk**
Habinteg Housing Association Limited Holyer House, 20-21 Red Lion Court London EC4A 3EB Phone: 020 78228700	**Haig Homes** Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS Phone: 020 8685 5777
Hanover Housing Association Hanover Service Centre, Nelson House, Alington Road, Eynesbury, St Neots, Cambridgeshire, PE19 6RE Phone: 01480 475069 **hanoverservicecentre@hanover.org.uk**	**Hatton Housing Trust Ltd** Bank House, Bank St Tonbridge Kent TN9 1BL Phone: 01732 770660
Housing 21 Leitrim House, West Wing, Little Preston, Aylesford ME20 7NS Phone: 0870 192 4000	**Jephson Homes** HA1 Warwick house, Edison Park, Hindle Way Swindon, Wilts SN3 3RB Phone: 01793 602199 **www.jephson.org.uk**
Jewish Community HA Ltd Harmony Close, Princes Park Avenue, London, NW11 OJJ Phone: 020 8381 4901 **lettings@jcha.org.uk**	**Livability** 50 Scrutton Street London EC2A 4XQ Phone: 020 7452 2000
Presentation Housing Association 47-49 Durham Street Vauxhall, London SE11 5JA	**Radcliffe Housing Society Limited** Radcliffe House, Homefield Road Riverhead, Sevenoaks, Kent TN13 2DU Phone: 01732 459144
Raglan Housing Association Imperial Building Victoria Road Horley Surrey RH6 7PZ Phone: 0845 070 7772	**Rockdale Housing Association** Rockdale Lodge, Rockdale Road, Sevenoaks, Kent TN13 1JT Phone: 01732 458762 **www.rockdale.org.uk**
Salvation Army Housing Association Customer Service Centre 33-35 Chorley New Road Bolton BL1 4QR Phone: 0845 3000 008 **General.EnquiriesCSC@saha.org.uk**	**SPH Housing** St Richard's House, 110 Eversholt Street, London NW1 1BS Phone: 020 72099222 **www.sph.org.uk**

Where to get information on Kent Homechoice

Information Points	Address and contact times	Free internet access?	Reference copy?	Staff assistance?	Personalised freesheet?
Ashford Borough Council					
Ashford Borough Council – Civic Centre,	Civic Centre, Tannery Lane, Ashford TN23 1PL Phone 01233 331111 Monday to Thursday 9 am – 5 pm, Friday 9 am – 4.30	Yes	Yes	Yes	No
Ashford Gateway	19 Park Mall, Ashford, Kent TN24 8RY Monday to Friday 9 am – 5 pm. Saturday 9 am – 4 pm	Yes	Yes	Yes	No
Ashford Library	Church Road, Ashford TN23 1QX Tel:01233 620649 Closed Sunday Mon, Tue, Wed, Friday 9 - 6 Thurs 9 - 8 Sat 9 - 5	Yes	Yes	No	
Bockhanger Community Centre	Bockhanger Court, Kennington Ashford TN24 9JJ Tel:01233 624308 Sun, Tue, Thurs Closed Mon & Fri 2-5 Wed 10-1 Sat 10-2	Yes	Yes	No	
Charing Library	Market Place, Charing, Ashford TN27 0LR. Tel:01233 713177. Sun, Mon & Wed Closed Tue - 9-12, Thurs 9-5, Fri 2-5, Sat 9-1	Yes	Yes	No	
Stanhope Library	Moat Housing Portacabin, Stanhope Neighbourhood Office, Otterden Close, Stanhope, TN23 5TH. Tel:01233 627591 Mon, Tue, Wed, Fri 9-5, Thurs 9-8. Sat, Sun Closed	Yes	Yes	No	
Tenterden Gateway	2 Manor Row, Tenterden, TN30 6HP Monday to Friday 9 am – 5.30 pm, Saturday 9 am – 4 pm Phone 01580 762558	Yes	Yes	Yes	No
Wye Library	6 Upper Bridge Street, Wye, Ashford, TN25 5AF. Tel:01233 812699. Sun, Mon & Wednesday Closed. Tue 9-12, Thurs 2-6, Fri 9-5, Sat 10-2	Yes	Yes	No	
Canterbury City Council					
Canterbury Housing Advice Centre	Second Floor, 24 Burgate, Canterbury, CT1 2HA Open Monday to Friday 10am to 4pm except Wednesday 10am to 1pm. Phone 01227 762605	Yes	Yes	Yes	Yes
Canterbury Library	Open Monday to Friday 9am to 6pm and Saturday 9am to 5pm. Phone 01227 463608	Yes	Yes	Yes	Yes
Canterbury Main Office	Military Road, Canterbury CT1 1YW Open Monday to Friday 8.30am to 5pm. Phone 01227 862142	Yes	Yes	Yes	Yes
Herne Bay Divisional Office	William Street, Herne Bay CT6 5NX Open Monday to Friday 8.45am to 4.45pm. Phone 01227 862142	Yes	Yes	Yes	Yes
Herne Bay Library	124 High Street, Herne Bay CT6 5JY Open Monday to Friday 9am to 6pm and Saturday 9am to 5pm. Phone 01227 374896	Yes	Yes	Yes	Yes
Lucerne Neighbourhood Centre	Faversham Road, Seasalter, Whitstable CT5 4BG Phone 01227 282732	Yes	Yes	Yes	Yes
Spring Lane Neighbourhood Centre	Sussex Avenue, Canterbury CT1 1RT Phone 01227 477960	Yes	Yes	Yes	Yes
Sturry Library	Chafy Crescent, Sturry, Canterbury, CT2 0BA. Phone 01227 711479. Opening hours Monday, Tuesday, Thursday, Friday 9am to 6pm, Saturday 10am to 2pm.	Yes	Yes	Yes	Yes
Swalecliffe Library	78 Herne Bay Road, Swalecliffe, Whitstable CT5 2LX. Opening hours Monday, Tuesday, Thursday, Friday 9am to 6pm, Saturday 10am to 2pm. Phone 01227 792645	Yes	Yes	Yes	Yes
Whitstable Library	31-33 Oxford Street, Whitstable CT5 1DB. Phone 01227 273309. Open Monday to Friday 9am to 6pm. Saturday 9am to 5pm and Sunday 10am to 4pm.	Yes	Yes	Yes	Yes

Information Points	Address and contact times	Free internet access?	Reference copy?	Staff assistance?	Personalised freesheet?
Dartford Borough Council					
Ashen Drive Library	Ashen Drive, Dartford, Kent DA1 3LY. Phone 03122 223556	Yes	Yes	Yes	No
Dartford Borough Council	Civic Centre, Home Gardens, Dartford, Kent DA1 1DR. Monday to Thursday 8.45am to 5pm, Friday 8.45am to 4.45pm. Phone: 01322 343907	Yes	Yes	Yes	Yes
Dartford Library	Central Park, Dartford, DA1 1EU Phone: 01322 221133 Monday to Friday 8.30am to 6.00pm, Saturday 9.00am to 5.00pm	Yes	Yes	Yes	No
Fleetdown Library	Swaledale Road, Dartford, Kent DA2 6JZ. Pnone 01322 225546	Yes	Yes	Yes	No
Greenhithe Library	London Road, Greenhithe, Kent DA9 9EJ. Phone 01322 383381	Yes	Yes	Yes	No
Longfield Library	49 Main Road, Longfield, DA3 7QT Phone: 01474 706507 Tuesday and Friday 1.00pm to 6.00pm, Wednesday and Thursday 9.00am to 1.00pm Saturday 10.00am to 2.00pm	Yes	Yes	Yes	No
Summerhouse Drive Library	Summerhouse Drive, Bexley, DA5 2EE. Monday, Wednesday and Sunday - Closed, Tuesday and Thursday 9.00am to 6.00pm, Friday 2.00pm to 6.00pm, Saturday 10.00am to 2.00pm. Phone: 01322 527604	Yes	Yes	Yes	No
Sutton-at-Hone Library	Main Road, Sutton-at-Hone, Dartford, DA4 9HS Monday and Friday 10.00am to 6.00pm, Tuesday and Saturday 10.00am to 2.00pm Wednesday, Thursday and Sunday – Closed. Phone: 01322 863683	Yes	Yes	Yes	No
Swanscombe Town Council Offices	The Grove, Swanscombe, Kent, DA10 0GA. Phone: 01322 343064. Monday to Friday - 9am to 1pm	No	No	No	No
Temple Hill Library	Temple Hill, Dartford, Kent DA1 5HX Pnone 01322 226013	Yes	Yes	Yes	No
Wardona Court	Ames Road, Swanscombe, Kent, DA10 0HD	No	No	No	No
Dover District Council					
Aylesham Area Office	Boulevard Courriers, Aylesham CT3 3DT. Open Monday 9:00am to 12:30pm and 1.30pm to 4.30pm. Phone: 01304 840100	No	Will be printed on site	Yes	Yes
Aylesham Library	Aylesham Community Centre, Ackholt Road, Aylesham CT3 3AJ. Open Tuesday, Thursday, Friday 9:30am to 5:00pm. Wednesday 9:30am to 1:00pm; Saturday 10:00am to 2:00pm. Phone: 01304 841050	Yes	Yes	Yes but only pre-booked volunteer assistance	No
Deal Area Office	Town Hall, High Street, Deal CT14 6BB Open Tuesday, Thursday, Friday 9:00am to 12.30pm and 1.30pm to 4:30pm; Wednesday 9.00am to 12.30pm. Phone: 01304 369582	No	Will be printed on site	Yes	Yes
Deal Centre for the Retired	3 Park Street, Deal CT14 6AG. Open Monday to Friday 9.00am to 5.00pm; Saturday 9.00am to 12.00pm. Phone: 01304 372608	Yes	Yes	Yes	
Deal Library	Broad Street, Deal CT14 6ER. Open Monday to Friday 9.00am to 6.00pm; Saturday 9.00am to 5.00pm; Sunday 10.00am to 4.00pm. Phone: 01304 374726	Yes	Yes	Yes but only pre-booked volunteer assistance	No
Dover District Council Main Office	White Cliffs Business Park, Dover CT16 3PJ. Open Monday to Friday 9:00am to 5:00pm. Phone 01304 821199	Yes	Will be printed on site	Yes	Yes
Dover Gateway	71 Castle Street, Dover CT16 1PD Open Monday to Friday 9.00am to 5.00pm; Sat 9.00am to 1.00pm. Phone: 01304 821199	Yes	Will be printed on site	Yes	Yes

Information Points	Address and contact times	Free internet access?	Reference copy?	Staff assistance?	Personalised freesheet?
Dover Library	Dover Discovery Centre, Market Square, Dover CT16 1PH. Open Monday, Tuesday, Thursday, Friday 9.00am to 6.00pm Wednesday 9.00am to 8.00pm; Saturday 9.00am to 5.00pm Phone: 01304 204241	Yes	Yes	Yes but only pre-booked volunteer assistance	No
Sandwich Area Office	The Guildhall, Sandwich CT13 9AH Open Tuesday and Thursday 9:00am to 12:30pm and 1.30pm to 4.30pm. Phone: 01304 613305	No	Will be printed on site	Yes	Yes
Sandwich Library	13 Market Street, Sandwich CT13 9DA Open Monday, Tuesday, Thursday, Friday 9:00am to 6:00pm Saturday 10:00am – 2:00pm. Phone: 01304 613819	Yes	Yes	Yes but only pre-booked volunteer assistance	No
Triangles Community Centre	Poulton Close, Dover CT17 0HL Open Monday to Friday 8.30am to 5.30pm. Phone: 01304 219745	Yes	Yes	Yes	
Gravesham Borough Council					
Allington Library	Castle Road, Allington, Maidstone ME16 0PR. Open Tuesday to Friday 9am to 6pm & Saturday 10am to 2pm. Phone: 01622 683435	Yes	No	as time permits	standard charge to customer 10p per sheet
Bearsted Library	The Green, Bearsted, Maidstone ME16 0PR. Open Tuesday & Friday 9:30am to 1pm & 2pm to 5pm, Thursday 2pm to 6pm & Saturday 9:30am to 12:30pm. Phone: 01622 739774	Yes	No	as time permits	standard charge to customer 10p per sheet
Citizens Advice Bureau	2 Bower Terrace, Maidstone ME16 8RY Open Monday to Friday 10am to 4pm Tel: 01622 752420 or 01622 757882	no	Yes	Yes	No
Gravesham Borough Council	Civic Centre, Windmill Street, Gravesend, DA12 1AU Monday – Friday 9am to 5pm. Phone: 01474 564422	Yes	Yes	Yes	No
Higham Library	Villa Road, Higham, ME3 7BS. Open – Monday, Wednesday, Friday 9am to 1pm, Tuesday and Thursday. 2pm to 5.30pm, Saturday 10am to 2pm Phone: 01474 823822	Yes	Yes	No	No
Kings Farm Neighbourhood Office	Kitchener Avenue, Gravesend, DA12 5HY Open Monday, Tuesday, Thursday, Friday 9am to 1pm and 2pm to 4 pm, Wednesday 9am to 1pm. Phone: 01474 33 76 42	No	Yes	Yes	No
Lawrence Square Neighbourhood Office	27 Lawrance Square, Haynes Road, Northfleet, DA11 7HW. Open Monday to Friday 9am to 12.30am Phone: 01474 74 45 22	No	Yes	Yes	No
Meopham Library	Wrotham Road, Meopham, DA13 0AH Open – Monday, Tuesday, Thursday, Friday 9am to 6pm, Saturday 9am to 1pm. Phone: 01474 814636	Yes	Yes	No	No
Maidstone Borough Council					
County Central Library	Springfield, Maidstone ME 14 2LH. Open Monday to Friday 9am to 9pm & Saturday 9am to 5pm. Phone: 01622 696511	Yes	No	as time permits	at standard charge to customer (10p per sheet)
Coxheath Library	Heath Road, Coxheath, Maidstone ME17 4EH. Open Monday to Tuesday & Thursday to Friday 9am to 6pm & Saturday 9am to 2pm. Phone: 01622 744130	Yes	No	as time permits	at standard charge to customer (10p per sheet)
Headcorn Library	King's Road, Headcorn TN27 9QT. Open Tuesday to Thursday 1:15pm to 6pm, Friday 9am to 1:30pm & Saturday 10am to 2pm. Phone: 017622 890566	Yes	No	as time permits	at standard charge to customer (10p per sheet)

Information Points	Address and contact times	Free internet access?	Reference copy?	Staff assistance?	Personalised freesheet?
Lenham Library	11 The Limes, The Square, Lenham ME17 2PQ. Monday & Thursday 1:15pm to 6pm, Tuesday 9am to 1:30pm & Saturday 10am to 2pm. Phone: 01622 859140	Yes	No	as time permits	standard charge to customer 10p per sheet
Madingford Library	Egremont Road, Bearsted, Maidstone ME158LH. Monday to Wednesday & Friday 9am to 6pm & Saturday 10am to 2pm. Phone: 01622 730631	Yes	No	as time permits	standard charge to customer 10p per sheet
Maidstone Day Centre	15 Knightrider Street Maidstone Kent ME15 6LP. Open Monday to Thursday 8.30am to 1.30pm & Friday 8.00am to 12.00am. Tel: 01622 674064	only to clients of MDC	Yes	only to clients of MDC	No
Maidstone Gateway	King Street Maidstone Kent ME15 6JQ. Open Monday to Friday 8.30am to 5.30pm, except Thursday where the Gateway is open till 7pm, Saturday 9am to 1pm Tel: 01622 6022440	Yes	No	Yes	Yes
Maidstone Housing Trust Shepway Housing Office	1 Northumberland Court Northumberland Road Maidstone ME 15 7LW. Open Monday to Thursday 8.30am to 5.00pm & Friday 8.30am to 4.30pm. Tel: 0800 923 2700	No	Yes	Yes	No
Maidstone Housing Trust Whatman House	St. Leonard's Road Allington Maidstone ME16 OLS. Open Monday to Thursday 8.30am to 5pm & Friday 8.30am to 4.30pm. Tel: 0800 923 2700	No	Yes	Yes - staff permitting	No
Maidstone Library	St. Faith's Street, Maidstone ME14 1LH. Monday to Friday 9am to 6pm & Saturday 9am to 5pm. Phone: 01622 752344	Yes	No	as time permits	standard charge to customer 10p per sheet
Marden Library	High Street, Marden TN12 9DP. Tuesday & Thursday 1:15pm to 6pm, Friday 9am to 1:30pm & Saturday 10am to 2pm. Phone: 01622 813619	Yes	No	as time permits	standard charge to customer 10p per sheet
Parkwood Plus Healthy Living Centre	4 Parkwood Parade Parkwood ME 15 9HL. Open Monday to Friday 9.30pm to 4.30pm & Saturday 10am to 1pm. Tel: 01622 691177	No	Yes	Yes	No
Shepway Library	17 Northumberland Court, Shepway ME15 7LW. Monday 2pm to 5pm, Tuesday and Thursday 9am to 5pm, Saturday 10am to 2pm. Telephone 01622 751488	Yes	Yes	Yes	Yes
Staplehurst Library	The Parade, Hig Street, Staplehurst TN12 0LA. Tuesday 9am to 8pm, Wednesday to Friday 9am to 6pm & Saturday 10am to 2pm. Phone: 01580 891929	Yes	Yes	Yes	Yes - staff time permitting
Yalding Library	High Street, Yalding ME18 6HU. Monday & Thursday 2pm to 5pm, Wednesday 9:30am to 12pm & Saturday 10am to 2pm. Phone: 01622 817735	Yes	Yes	Yes	Printing 10p per sheet
Medway Council - You can obtain a printed freesheet at the following locations in Medway					
Chatham Contact Point	Riverside One Dock Road Chatham Kent ME4 4SL. Monday to Thursday: 8.30am–5.15pm - Friday: 8.30am–4.45pm. Phone: 01634 334433				
Cuxton Library	Bush Road, Cuxton, Rochester, Kent ME2 1EY Phone: 01634 337340 Tuesday 9am – 1pm – Thursday 2pm – 6pm – Friday 2pm – 6pm – Saturday 10am – 4pm				
Gillingham Library	Gillingham Library, High Street, Gillingham, Kent ME7 1BG. Monday, Wednesday, Thursday, Friday: 9am-5pm; Tuesday: 10am-5pm. Saturday: 9am–1pm. Phone: 01634 337340.				

Information Points	Address and contact times	Free internet access?	Reference copy?	Staff assistance?	Personalised freesheet?
Grain Library	The Chapel, Chapel Road, Grain, Rochester, Kent ME3 OBZ. Phone 01634 338727 Tuesday 9am – 1pm – Thursday 2pm – 6pm – Friday 2pm – 6pm – Saturday 10am – 4pm				
Hoo Library - Rochester	Church Street, Hoo, Rochester, Kent ME3 9AL Phone/fax 01634 250640 Monday 9am – 6pm – Tuesday 2pm – 6pm – Thursday 2pm – 6pm – Friday 9am – 6pm – Saturday 10am – 4pm				
Lordswood Library	Kestrel Road, Lordswood, Chatham, Kent ME5 8TH Phone 01634 862096 Monday 9am – 5pm – Tuesday 2pm – 5pm – Thursday 9am – 5pm – Friday 9am – 5pm – Saturday 10am – 4pm				
MHS Express	115 High Street, Chatham, Kent, ME4 4DH Tel: 0845 1133000 Monday to Saturday, 8.30am to 5.00pm				
MHS Homes	Broadside, Leviathan Way, Chatham Maritime, Chatham, Kent, ME4 4LL Tel: 0845 113 3000 Opening Hours: Monday to Friday 8:00am to 5:00pm				
Rainham Contact Point	1-3 Station Road, Rainham, Kent ME8 7RS Monday, Tuesday, Thursday: 9am-5pm - Wednesday: 9am-7.30pm Friday: 9am-5pm - Saturday: 9am-1pm				
Rochester Library	Rochester Library, Eastgate, Rochester, Kent ME1 1EW Monday to Friday: 9am–5pm - Saturday: 10am-1pm. Rochester Library opening hours differ. Please phone 01634 337411 for details.				
Strood Library	32 Bryant Road, Strood, Rochester, Kent ME2 3EP Monday - 9am–7pm, Tuesday 10am–6pm – Wednesday – Thursday 9am–6pm, Friday 9am–7pm. Phone: 01634 335890				
Twydall Library	14-15 Twydall Green, Gillingham, Kent ME8 6JY Phone: 01634 232488 Monday – Tuesday 9am – 5pm – Weds – Thurs 9am –1pm – Friday 2pm – 5pm – Saturday 10am – 4pm				
Sevenoaks District Council					
Edenbridge Library	Church Street, Edenbridge, Kent TN8 5BD. Open Tuesday to Friday 9:00am – 6:00pm & Saturday 10:00am – 2:00pm. Phone: 01732 862600	Yes	Yes	Yes but will be limited with staff time constraints	Yes but will be 10p per sheet charge
Hartley Library	Ash Road, Hartley, Longfield, Kent DA3 8EL. Open Tuesday 9:00am – 5:00pm, Thursday 9:00am – 5:00pm, Friday 9;00am – 5:00pm & Saturday 10:00am – 2:00pm. Phone: 01474 704403	Yes	Yes	Yes but will be limited with staff time constraints.	Yes but will be 10p per sheet charge
Sevenoaks District Council	Argyle Road, Sevenoaks, Kent TN13 1HG. Open Monday to Friday 8:45am to 5:00pm except Friday when closes at 4:45pm. Phone: 01732 227000	Yes	Yes	Yes	Yes
Sevenoaks Library	Buckhurst Lane, Sevenoaks, Kent TN1 1LQ. Open Monday to Wednesday 9:00am – 6:00pm, Thursday 9:00am – 8:00pm, Friday 9:00am – 6:00pm & Saturday 9:00am – 5:00pm. Phone: 01732 453118	Yes	Yes	Yes but will be limited with staff time constraints.	Yes but will be 10p per sheet charge.
Sevenoaks District Council	Swanley Library, London Road, Swanley, Kent BR8 7AE. Open Monday to Thursday 9:30am – 5:30pm, Friday 9:30am – 6:00pm & Saturday 9:00am – 4:00pm. Phone: 01322 662570	Yes	Yes	Yes but will be limited with staff time constraints.	Yes but will be 10p per sheet charge

Information Points	Address and contact times	Free internet access?	Reference copy?	Staff assistance?	Personalised freesheet?
West Kent Housing Association	101 London Road, Sevenoaks, Kent TN13 1AX. Open Monday to Friday 8:45am to 5:15pm except Friday when closes at 4:45pm. Phone: 01732 749433	Yes	Yes	Yes	Yes
West Kent Housing Association	Swanley Office, Unit 38/39, Swanley Centre, Nightingale Way, Swanley BR8 7TQ. Open Monday to Friday 8:45am to 5:15pm except Friday when closes at 4:45pm. Phone: 01732 749400	Yes	Yes	Yes	Yes
West Kingsdown Library	Gamecock Meadow, London Road, West Kingsdown, Kent TN15 6EL. Open Tuesday 1:00pm – 7:00pm, Thursday 1:00pm – 5:30pm, Friday 9:00am – 1:30pm & Saturday 10:00am – 2:00pm. Phone: 01474 854623	Yes	Yes	Yes but will be limited with staff time constraints.	Yes but will be 10p per sheet charge
Westerham Library	London Road, Westerham, Kent TN16 1BD. Open Tuesday 9:00am – 6:00pm, Wednesday 9:00am – 1:00pm, Thursday 9:00am – 5:00pm, Friday 9:00am – 5:00pm & Saturday 9:00am – 12:30pm. Phone: 01959 562326	Yes	Yes	Yes but will be limited with staff time constraints	Yes but will be 10p per sheet charge.
Shepway District Council					
Lydd Library	Old School, Skinner Road, Lydd, Romney Marsh, TN29 9HN. Open: Open Mon 9am to 5pm, Tues 2pm to 5pm, Thurs 9am to 1pm, Fri 9am to 5pm, Sat 10am to 2pm. Phone: 01797 320131	Yes			
Lyminge Library	7 - 9 Station Road, Lyminge, Kent, CT18 8HS Open: Mon 2pm to 5pm, Tues 9am to 12 pm, Thurs 9am to 6pm, Fri 9am to 12pm, Sat 10am to 2pm. Phone: 01303 862180	Yes			
New Romney Library	82 High Street, New Romney, Kent, TN28 8AU Open: Mon, Tues, Thurs, Fri 9am to 6pm, Wed 9am to 1pm, Sat 9am to 2pm. Phone: 01797 363245	Yes			
One Stop Service New Romney	Church Approach, New Romney, TN28 8AS Open Tues to Friday 8.45am to 1pm and 2pm to 4.30pm, Sat 9am to 1pm. Phone: 01303 853555		Yes		
Shepway Housing Centre	3-5 Shorncliffe Road, Folkestone, Kent, CT20 2SQ Open 8:30am to 5pm Monday to Friday. Phone: 01303 853700		Yes	Yes	Yes
Wood Avenue Library	Wood Avenue, Folkestone, Kent CT19 6HS Open: Mon, Tues, Thurs and Fri 9am to 5pm and Sat 10am to 2pm. Phone: 01303 254226	Yes			
Swale Borough Council					
AmicusHorizon – Faversham	41 Stone Street, Faversham, Kent ME13 8PH Mon 8.00am – 6.00pm. Tue, Thur and Fri 8.30am – 5.00pm, Wed 8.30 am – 4.00pm except the first Wed of the month which is 8.30am - 3.30pm. Phone: (0800) 633 5656	Yes	Yes	Yes	Yes
AmicusHorizon – Sheerness	1 Bank House, Broadway, Sheerness, Kent ME 12 1TW Mon 8.00am – 6.00pm. Tue, Thur and Fri 8.30am – 5.00pm Wed 8.30 am – 4.00pm except the first Wed of the month which is 8.30am - 3.30pm. Phone: (0800) 633 5656	Yes	Yes	Yes	Yes
AmicusHorizon – Sittingbourne	5 Roman Square, Sittingbourne, Kent ME10 4BJ Mon 8.00am – 6.00pm. Tue, Thur and Fri 8.30am – 5.00pm Wed 8.30 am – 4.00pm except the first Wed of the month which is 8.30am - 3.30pm. Phone: (0800) 633 5656	Yes	Yes	Yes	Yes

Information Points	Address and contact times	Free internet access?	Reference copy?	Staff assistance?	Personalised freesheet?
Boughton-under-Blean Library	Village Hall, Boughton-under-Blean, Kent ME13 9JF Tues 10.00am - 1.00pm and 2.00pm – 5.00pm. Fri 2.00pm – 6.00pm. Phone: (01227) 751860	Yes	Yes	No	No
Citizens Advice Bureau – Faversham	43 Stone Street, Faversham, Kent ME13 8PH Mon, Wed and Fri - 10am - 2:30pm. Phone: 0844 499 4125 (24/7)	No	Yes	No	No
Citizens Advice Bureau – Sheerness	Hope Street Centre, Hope Street, Sheerness, ME12 1QH Mon and Wed - 10am - 2pm. Phone: 0844 499 4124 (24/7)	No	Yes	No	No
Citizens Advice Bureau – Sittingbourne	17 Station Street, Sittingbourne, Kent ME10 3DU Mon, Tue, Wed and Fri 10.00am - 12:30pm Phone: 0844 499 4124 (24/7)	No	Yes	No	No
Faversham Library	Newton Road, Faversham, Kent ME13 8DY Mon to Fri 9.00am – 6.00pm. Sat 9.00am – 5.00pm. Phone: (01795) 532448	Yes	Yes	No	No
Minster-in-Sheppey	Worcester Close, Minster-in-Sheppey, Sheerness, Kent ME12 3NP. Mon, Tues, Wed and Fri 9.00am - 6.00pm. Sat 10.00am - 2.00pm. Phone: (01795) 872363	Yes	Yes	No	No
Queenborough Library	Railway Terrace, Queenborough, Sheppey, Kent ME11 5AY Mon, Wed and Fri 2.00pm - 5.00pm. Tues and Thurs 9.00am - 12 noon. Sat 10.00am - 2pm. Phone: (01795) 663695	Yes	Yes	No	No
Sheerness Library	Russell Street, Sheerness, Kent ME12 1PL Mon to Fri 9.00am – 6.00pm. Sat 9.00am – 5.00pm. Phone: (01795) 662618	Yes	Yes	No	No
Sittingbourne Library	Central Avenue, Sittingbourne, Kent ME10 4AH Mon, Tue Wed Fri - 9.00am to 6.00pm. Thur - 9.00am to 8.00pm. Sat - 9.00am to 5.00pm. Phone: (01795) 476545	Yes	Yes	No	No
Swale Borough Council – Faversham	Alexander Centre, Preston Street, Faversham, Kent ME13 8NY. Mon to Thur 8.45am - 5:00pm Fri 8.45am - 4:30pm. Phone: (01795) 417622	Yes	Yes	Yes	No
Swale Borough Council – Sittingbourne	Swale House, East Street, Sittingbourne, Kent, ME10 3HT Mon to Thur 8.45am - 5:00pm Fri 8.45am - 4:30pm Phone: (01795) 417622	Yes	Yes	Yes	Yes
Swale Borough Council – Sheerness	Trinity Road, Sheerness, Kent ME12 2PG Mon to Thur 8.45am - 5:00pm Fri 8.45am - 4:30pm Phone: (01795) 417622	Yes	Yes	Yes	No
Teynham Library	131 London Road, Teynham, Kent ME 9 9QJ Mon and Wed 2.00pm - 5.00pm. Tues and Thurs 9.30am - 12 noon. Sat 10.00am - 2.00pm. Phone: (01795) 521674	Yes	Yes	No	No
Thanet District Council					
The Beacon	Manston Road, Ramsgate, Kent CT12 6NT Monday to Friday 9am - 5pm. Phone 01843 855200	No	Yes	Yes	No
Birchington Library	Alpha Road, Birchington, Kent CT7 9EG. Weekdays 9am - 6pm, closed all day Wednesday, Saturdays 10am - 2pm. Phone 01843 841883	Yes	Yes	Yes	No
Broadstairs & St Peters Town Clerks Office	Pierremont Hall, Broadstairs, Kent CT 10 1JX Mondays to Fridays 9am - 2pm. Phone 01843 868718	Yes	Yes	Yes	No

Information Points	Address and contact times	Free internet access?	Reference copy?	Staff assistance?	Personalised freesheet?
Citizens Advice Bureau	The Old Town Hall, Market Street, Margate CT9 1EU Monday to Friday 9.30 -12.30. Phone 01843 225973 - Advice Line. 01843 232666 - Appointments Line	No	Yes	Yes	No
Connexions	Paragon House, Albert Street, Ramsgate Monday to Friday 10am - 7pm. Tues, Thurs & Fri 9am - 5pm, Wed 10am - 5pm. Phone 01843 593395 (This is a young persons service)	Yes	Yes	Yes	No
Minster Library and Neighbourhood Centre	4a Monkton Road, Minster, Kent CT12 4EA Mondays 2pm - 6pm, Tuesday 9:30am - 1pm then 2pm - 6pm, Wednesday closed, Thursday 9:30am - 1pm then 2pm, Friday 9:30am - 6pm, Saturdays 9:30am - 1pm. Phone 01843 8211442	Yes	Yes	Yes	No
Orbit South,	Foy House, 27-29 High Street, Margate 9.00am - 5.00pm Mon - Fri - 0345 8500500	No	Yes	Yes	No
Ramsgate District Office	14 York Street, Ramsgate, Kent CT11 9DS Monday to Friday 8.45am - 12.30pm. Phone 01843 577000	No	Yes	Yes	No
Surestart Millmead Childrens Centre	Dane Valley Road, Margate CT9 3RU Mon to Fri 8am to 5pm Phone 01843 280555, Fax 01843 280666	No	Yes	Yes	No
Thanet Gateway Plus	Cecil Square, Margate, Kent CT9 1XZ. Weekdays 9am - 6pm, Thurdays till 8pm and Saturday 9am - 5pm. Phone 01843 577000	Yes	Yes	Yes	Yes
Westgate Library	Minster Road, Westgate, Kent CT8 8BP. Mondays 9am - 5pm, Tuesday 9am - 6pm, Wednesday 9am - 5pm, Thursday Closed, Friday 9am - 6pm, Saturdays 10am - 2pm. Phone 01843 831017	Yes	Yes	Yes	No
Tonbridge & Malling Borough Council					
Borough Green Library	High Street, Borough Green, Kent, TN15 8BJ Monday, Tuesday, Thursday, Friday: 9:00am to 18:00pm, Saturday 10:00am to 14:00pm. Tel: 01732 884404	Yes	Yes		
East Peckham Library	3 Pound Road, East Peckham, Kent, TN12 5AU Tuesday 10.00am to 13:00pm and 14:00am to 17:00pm, Thursday and Friday 14:00am to 18:00pm Saturday 9:30 am to 13:00 pm. Tel: 01622 871050	Yes	Yes		
Hadlow Library	School Lane, Hadlow, Kent, TN11 0EH Tuesday 9:00am to 13:00pm, Thursday 9.00am to 13.00pm and 14:00am to 18:00pm, Saturday 10.00am to 14:00pm. Tel: 01732 851794	Yes	Yes		
Hildenborough Library	Riding Lane, Hildenborough, Kent, TN11 9HX Monday 9:00am to 17:00pm, Tuesday 14:00pm to 18:00pm, Thursday 9:00am to 13:00 pm and14:00pm to 17:00pm, Saturday 10:00am to 14:00pm. Tel: 01732 838729	Yes	Yes		
Larkfield Library	Martin Square, Larkfield, Aylesford, ME20 6QW Monday, Tuesday, Thursday, Friday: 9:00am to 18:00pm, Saturday 10:00am to 16:00pm TMBC surgeries Monday and Tuesday 9:00am to 12:30 and 13:00pm to 16:00pm. Tel: 01732 842339	Yes	Yes		
Tonbridge Library	Avebury Avenue, Tonbridge, Kent, TN9 1TG Monday, Tuesday, Wednesday, Friday 9:00 am to 18:00 pm, Thursday 9:00 am to 20:00 pm, Saturday 9:00 am to 17:00 pm. Tel: 01732 352754	Yes	Yes		

Information Points	Address and contact times	Free internet access?	Reference copy?	Staff assistance?	Personalised freesheet?
Tonbridge & Malling Borough Council Gibson Building, Kings Hill	Gibson Drive, Kings Hill, West Malling, Kent, ME19 4LZ Monday to Friday 8:30 am to 17:00 pm. Phone: 01732 876067	Yes	Yes	Yes	Yes
Tonbridge & Malling Borough Council Tonbridge Castle	Castle Street, Tonbridge, Kent, TN9 1BG Monday to Friday 8:30am to 16:30pm, Saturday 9:00am to 16:00pm, Sunday 10:00am to 16:00pm. Tel: 01732 876067	Yes	Yes	Yes	Yes
Tonbridge North Library	5 York Parade, Tonbridge, Kent, TN10 3NP Tuesday 9:00am to 18:00pm, Thursday 9:00am to 17:00pm, Friday 9:00am to 13:00pm, Saturday 10:00am to 14:00pm. Tel: 01732 351918	Yes	Yes		
Snodland Library	15-17 High Street, Snodland, Kent, ME6 5DA Tuesday to Friday 9:00am to 18:00pm, Saturday 10:00am to 14:00pm TMBC surgery Friday 9:00am- to 12:30pm. Tel: 01634 243776	Yes	Yes		
West Malling Library	22-24 High Street, West Malling, Kent, ME19 6QR Tuesday to Friday 9:00am to 18:00pm, Saturday 10:00am to 14:00am. Tel: 01732 842504	Yes	Yes		
Tunbridge Wells Borough Council					
Cranbrook Library	Carriers Road, Cranbrook TN17 3JT. Open Tuesday to Friday 9.00am - 6.00pm, Saturday 9.30am - 4.00pm. Phone: 01580 712463	Yes	Yes	Yes	No
Gateway	8 Grosvenor Road, Royal Tunbridge Wells TN1 2AB. Phone: 01892 526121	Yes	Yes	Yes	Yes
Hawkhurst Library	Rye Road, Hawkhurst, Cranbrook TN18 4EY. Open Tuesday 10.00am - 1.00pm 2.00pm - 6.00pm, Thursday 10.00am - 1.00pm 2.00pm - 5.00pm, Friday 10.00am - 1.00pm 2.00pm - 6.00pm, Saturday 9.30am 12.30pm. Phone: 01580 752064	Yes	Yes	Yes	No
Paddock Wood Library	9 Commercial Road, Paddock Wood, Tonbridge TN12 6EN. Open Tuesday to Friday 9.00am - 6.00pm, Saturday 10.00am - 2.00pm. Phone 01892 832006	Yes	Yes	Yes	No
Pembury Library	The Hop House, Henwood Green Road, Pembury, Tunbridge Wells TN2 4HS. Open Tuesday to Friday 9.00am - 6.00pm, Saturday 10.00am - 2.00pm. Phone 01892 822278	Yes	Yes	Yes	No
Rusthall Library	High Street, Rusthall, Tunbridge Wells TN4 8RZ. Open Tuesday 9.00am - 6.00pm, Closed Wednesday,Thursday 9.00am - 1.00pm, Friday 9.00am - 6.00pm, Saturday 10.00am - 2.00pm. Phone 01892 521667	Yes	Yes	Yes	No
Sherwood Library	TN2 Community Centre, Lakeside, Greggs Wood Road, Tunbridge Wells TN2 3LZ. Open Tuesday & Wednesday 9.00am - 5.00pm, Closed Thursday, Friday 9.00am 5.00pm, Saturday 9.00am - 1.00pm. Phone 01892 537639	Yes	Yes	Yes	No
Showfields Library	Showfields Road, Tunbridge Wells TN2 5PR. Open Tuesday 9.00am - 5.00pm, Closed Wednesday, Thursday & Friday 9.00am -5.00pm, Saturday 10.00am - 2.00pm. Phone 01892 532620	Yes	Yes	Yes	No
Southborough Library	Yew Tree Road, Tunbridge Wells TN4 0BA. Open Monday to Wednesday 9.00am - 6.00pm, Closed Thursday, Friday 9.00am - 6.00pm, Saturday 9.30am - 4.00pm. Phone 01892 529808	Yes	Yes	Yes	No
Tunbridge Wells Library	Mount Pleasant Road, Tunbridge Wells TN1 1NS. Open Sunday 10.00am - 4.00pm, Monday to Wednesday 9.00am - 6.00pm, Thursday 9.00am - 8.00pm, Friday 9.00am - 6.00pm, Saturday 9.00am 5.00pm. Phone 01892 522352	Yes	Yes	Yes	No

Bidding

You can see the two-weekly Kent Homechoice property list on line at **www.kenthomechoice.org.uk** website, as well as bid online.

Free internet access is available at most of the the locations in the property outlets section. If you need help to find and use the website please ask at these locations.

Bidding via the website

Action	Example
1 To begin making your bids via the web go to	www.kenthomechoice.org.uk
2 You will need to Login to access the member pages so, at the homepage you will need to find the Login button.	Click on the **Login** button located at the top right of the screen.
3 At the Login page you will need to enter the following information:	Application Area: CANT Homechoice Number: 999999 Date of Birth: 16 Apr 1960
4 At the Members page you will need to:	Click on the **Make a Bid** link at the top of the four options available.
5 You will see a list of the properties that you are able to make a bid on:	Click the **View Advert** link on one of the entries in the list and the advert will open for you to look at. (There is also Bid link if you want to bid on the property from here).
6 When the advert is open:	You can click on the **Bid** link at the top of the advert to place a bid or you can close the advert if you do not.
7 When the bid is placed:	The property entry will move to your bids area above the property list. You can click the **View Advert** link if you want to remind yourself of the advert.
8 To place more bids, up to three in total:	You can repeat actions **5, 6** and **7** until you have placed all of your bids. Now you can either log out or continue looking around the website.
9 If you want to change any of your bids placed in the bids area:	**There is a Delete bid link if you want to remove the advert from you bids area and return it to the properties list.**
10 If you have deleted a bid then you can enter more bids:	You will be able to add more bids to the bids area if you have deleted bids from your bid area you can add more bids, up to 3 in total

Bidding by digital TV

How to bid:

You can bid for homes using your television remote control if you are a subscriber to SKY, Virgin Media (previously Telewest/NTL) or if you have an interactive Freeview box. In all cases your phone line must be connected to your Digi-Box. You can also bid using digital TV through Wii or a personal computer, or through a web-enabled mobile phone.

You will need to have the following ready:

- Your Kent Homechoice number
- Your date of birth

Please follow the instructions below.

Once you are in Looking Local choose Southern England, then South East, then Kent, then Kent Homechoice.

Charges for web access are set by your service provider.

SKY
- Press the **Interactive** button
- Choose **DirectGov**
- Press **'Select'** on welcome page
- Choose **#1 - Local Services**

VIRGIN
- Press the **Interactive** button
- Select **News & Info**
- Select **Looking Local**

MOBILE
- Via any web enabled phone: **lookinglocal.gov.uk**

Wii & PC
- Insert the following url into your browser: **lookinglocal.gov.uk**

Bidding by telephone

Calls cost 25p per minute from a landline, and calls usually take less than one minute.
The cost of mobile calls varies according to the network you use.

Action	Example
1 To begin making your bids dial	0906 294 0020
2 You will hear	"Welcome to the Homechoice property line". Press 01 for Councils in Group One Press 02 for Councils in Group Two **Councils in Group One** Press 01 for Canterbury Press 02 for Thanet Press 03 for Ashford Press 04 for Sevenoaks Press 05 for Swale Press 06 for Dover **Councils in Group Two** Press 01 for Shepway Press 02 for Tunbridge Wells Press 03 for Dartford Press 04 for Maidstone Press 05 for Tonbridge & Malling Press 06 for Gravesham Press 07 for Medway
3 You will hear	"Thank you. Please enter the number section of your reference number."
4 You should now enter the numerical part of your Homechoice number only. Once you have entered the correct number you will hear	"Thank you. Please enter the day number of your birth date."
5 You should now enter the day number of your date of birth. Please remember to put the leading zero (0) in if it is a single number. For example, if your date of birth is 16/04/1970 type in 16, if your date of birth is 08/01/1958 type in 08. Once you have entered the correct number, you will hear	"Thank you. Please enter the property reference number for your first bid."
6 Enter the three digits of the property reference number. Once you have entered the correct number you will hear	"Thank you. If you would like to add an additional bid, press one, or press two to complete your bids."
7 If you have pressed one you will hear	"Thank you. Please enter the property reference number for your second bid, or press the star key to complete your bidding."
8 Enter the three digits of the second property reference number. Once you have entered the correct number you will hear	"Thank you. If you would like to add an additional bid, press one, or press the star key to complete your bidding."
9 If you have pressed one you will hear	"Thank you. Please enter the property reference number for your third bid, or press the star key to complete your bidding."
10 You can make another bid if you decide to delete one but your total number of bids can not exceed 3.	"Thank you for bidding."
If you made errors with your Homechoice number you may hear some of the instructions below:	
11 If you have made an error with your Homechoice number, you will hear	"I'm sorry, the reference number you have entered is not recognised. Please try again."
12 Enter your Homechoice number again, making sure that you are only entering the number part of your reference number. If you get your Homechoice number wrong a second time you will hear	"I'm sorry, the reference number you have entered is not found. Please check with your council or housing association and call again."

Bidding by text message

Most mobile phone companies will charge you around 10p to send an SMS text message.

Action	Example
1 To begin making your bids	Open a new text message
2 Enter in your Homechoice number via the keys	ABC12345
3 Then followed immediately by the hash mark	ABC12345#
4 You should now enter the advert reference number of your first bid followed immediately by the hash mark	ABC12345#654#
If you have finished bidding then send. If not, keep following the instructions below.	
5 You should now enter the advert reference number of your second bid followed immediately by the hash mark	ABC12345#654#791#
If you have finished bidding then send. If not, keep following the instructions below.	
6 You should now enter the advert reference number of your third bid followed immediately by the hash mark	ABC12345#654#791#555#
7 When you have entered all your bids, send or ok your text message bid	"Send or ok"
8 The number to send your bid to is	07781 472 726
● Most mobile phone companies charge SMS text messages at around 10p per text ● To add numbers to the message keep pressing the keys until you get to the digit and select ● On most mobile phones, to find the hash mark, first press the star key then select the hash mark ● You can enter your bids in both upper and lower case. ● Check your Homechoice number and bids are correct before sending.	
Ordering more bid coupons by text message. You can also order more coupons by sending a text message to the same text number but the message needs to be your Homechoice number, immediately followed by the hash mark and then the word 'coupon'	ABC12345#coupon

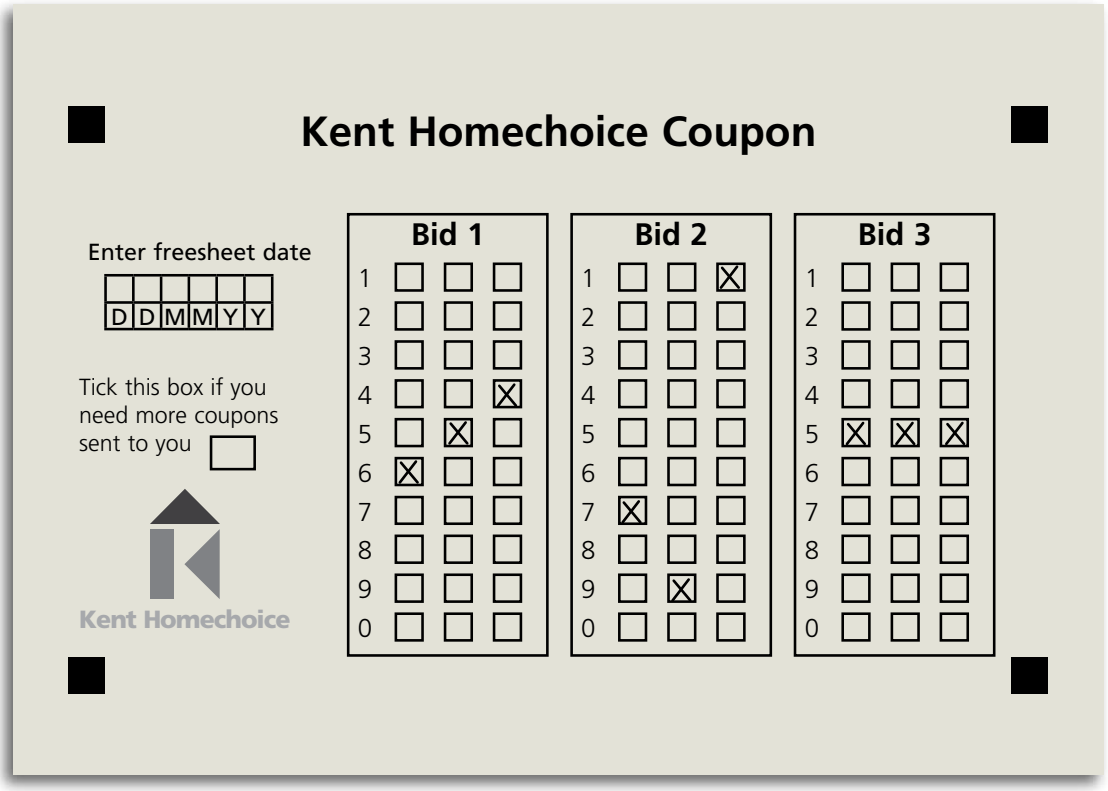
Bidding by coupon

- Your coupon has your name and Homechoice number printed on it – please check that these are correct.
- You can bid for up to three properties each fortnight.
- Each property will have a three digit reference number, shown in the property advert in the Homechoice property list.
- For example, if you want to apply for properties with the reference numbers 654, 791 and 555, you should mark the coupon as shown.
- For the first bid (654 in this example), you should put an X in the first column against the relevant first digit of the number in the 'Bid 1' box (6 in this example).
- You should put an X in the second column against the relevant second digit of the number in the 'Bid 1' box (5 in this example).
- You should put an X in the third column against the relevant third digit of the number in the 'Bid 1' box (4 in this example).
- Do the same for your second and third bid as shown.
- Enter the date shown on the front of the Homechoice property list from which you are bidding.
- Please return your coupon by post.The address is already printed on the front of the coupon, but you will need to put a stamp on it.

Ordering more coupons

If you are running low on coupons, there are three ways for you to order more:

- tick the box on the back of the bidding coupon when you next bid.
- send a text (SMS) with your Homechoice number and the word 'coupon' to the text bidding number (**07781 472726**).
- log-in to the bidding section to order more coupons online.



Adverts

This is an example of an advert

one bedroom bungalow | H/T | 1 | 1-1 | G | AGE 60+ | ref no: 882

Location: Suffolk Road, Spring Lane, Canterbury
Landlord: Canterbury City Council
Rent: £70.84
Service charge: £31.22 per week

Features: gas central heating, double glazing, step up to front door, lifeline, private rear garden. Close to row of local shops and regular mini-link bus service into city centre. Central Canterbury is a little over a mile away.

Key to advert symbols

1 2 3 4
Number of bedrooms in the property

1-1 1-2 1-3 2-3 2-4
Number of people the property is suitable for

AGE 50+ AGE 55+ AGE 60+ AGE 65+
Property designed for people this age or above

G 1 2 3 4
Floor level of property, if flat or maisonette

Mobility Level 1 - Suitable for wheelchair user indoors and outdoors

Mobility Level 2 - Suitable for people who cannot manage steps or stairs and may use a wheelchair some of the day

Mobility Level 3 - Suitable for people only able to manage 1 or 2 steps or stairs

Pets allowed / pets not allowed

Families

H/T Homeseeker/Transfer

LC Local Connection - Village

T Transfer

Garden

H Homeseeker

Lift / No Lift

Feedback

Understanding the feedback reports

Feedback reports are available on the internet, digital TV and personalised freesheets. The feedback information contains lettings that have taken place since the previous edition.

Freesheet issue date
This is the publication date of the leaflet that the advert appeared in.

Advert reference
Combined with the leaflet issue date, this gives a unique identity to any advert appearing in the leaflet.

Size and property type
A simple description of the property advertised.

Location
Location of the property within Kent.

Bids
This is the total number of bids received for each property.

Letting Information
This will show the level of priority the successful bidder has.

Please note that Canterbury City Council and Thanet District Council do not have different application types.

This is an example of a feedback report

Freesheet Issue Date	Advert Reference	Size	Property Type	Location	Bids	LETTING INFORMATION		
						Band	Priority Date	Application Type
Thanet District Council								
25-Feb-08	123	3 Bed	House	Ramsden Square	125	B	02/06/07	Homeseeker
25-Feb-08	124	2 Bed	Flat	Brimley Road	19	A	23/05/07	Transfer
25-Feb-08	125	1 Bed	Flat (bedsit)	Cockerell Road	78	B	25/05/07	Homeseeker

We may need to withdraw a property that has been advertised in Kent Homechoice. This could happen for a variety of reasons, for example the current tenant decided not to move, the property needed unforeseen repairs, or the landlord had to make an emergency letting outside of the scheme. We will include this information in the feedback reports. If this happens to a home you have bid for then we apologise for the inconvenience caused.

Your housing options

Kent Homechoice is a different way of letting homes owned by councils or housing associations. It will not provide more homes but it will allow you to see what homes become empty and available for letting.

Most people will not get the opportunity to rent accommodation with a council or housing association. There are many more people looking for homes than homes that become empty and available for letting. Therefore, you may need to consider alternative solutions to your housing difficulties. Here are some alternative housing options you may wish to consider.

Mutual exchange

Tenants of councils and housing associations may be able to swap their homes if they are secure or assured tenants. This is called mutual exchange. In mutual exchange, two or more tenants exchange their homes and take on the terms of each other's tenancy. If you are a tenant of a council or housing association please contact your landlord for further details.

Private rented accommodation

Private rented accommodation can include lodgings, renting your own flat or house or shared accommodation. Living in private rented accommodation you will either be a tenant or a licensee.

Private renting offers you the freedom to find the type of home you require in the area that you wish to live. You may be eligible for help with the rent payments through housing benefit.

Contact your local council for more details.

If you decide to go ahead, you will need to get money together for a deposit and usually one month's rent in advance.

Contact your local council for further advice to see if they offer any assistance with a deposit.

HomeBuy UK Government

Real help now

HomeBuy is a government funded initiative to provide low cost, affordable homes for people to get their foot on the property ladder.

To qualify, you must have an annual gross income of at least £18,000 (joint or single income). The maximum annual income allowed is £60,000 (joint or single). You need to demonstrate that you cannot afford to buy a property to suit your household needs. You will need to have savings or access to £3,500 to cover the initial costs of buying a home.

If you are interested you should apply to Moat at www.homebuy.co.uk or call Moat on 0845 359 6161. Moat works with other housing associations and local authorities to allocate HomeBuy to people in housing need.

Bid deadline

All bids for properties must reach the Locata offices by 12.00 noon (Monday) on the closing date advertised. If you are using coupons, make sure you allow enough time for the post to reach them.

Need help bidding?

You can ask a friend, family member or support worker to bid on your behalf. Please contact your local council if you need help bidding or advice about the process. Bids can be made on the internet at **www.kenthomechoice.org.uk**, by digital TV, by telephone, by text, by coupon or in person at your council offices.

Personalised property list

If you would like to receive a personalised property list every two weeks, posted directly to you, you can pay a subscription fee (non refundable) of £14.30 for six months or £28.60 for 12 months. Please make cheques or postal orders payable to Locata (Housing Services) Ltd and send together with your Homechoice number and mailing address to:

Kent Homechoice
PO Box 408
Ruilsip
HA4 4EZ

Please note that the list will only show properties you can bid on. If you are not eligible for any homes during a bidding cycle you will not receive a homes list.

The above subscriptions are payable for each council area. If you are registered with more than one local authority you will need to pay the charges for each area.

The above subscriptions are payable for each council area. If you are registered with more than one local authority you will need to pay the charges for each area.

The paper used to produce this freesheet is Wood Free, which means it's made from off-cuts/scrap from the paper mills and a mixture of wheat, rice, cotton, bananas and sugar cane. Below is a link to tell you more about it if you are interested.

www.rainforestinfo.org.au/good_wood/wfr_papr.htm